VIRTUO Quick Start Guide

TouchTunes INTERACTIVE NETWORKS

900510-001 Rev. 04 December 2014

This guide is an overview of the Virtuo installation process. For a complete copy of the Virtuo Installation and Setup Guide (p/n 900475-001), visit the TouchTunes Operator Dashboard at https://operator.touchtunes.com.

About this Guide

This manual refers to the following models: Virtuo 700259-001, Virtuo 700259-002, Virtuo 700270-001.

IMPORTANT SAFETY INFORMATION

Read this important safety information before proceeding with product installation.

- READ THESE INSTRUCTIONS.
- KEEP THESE INSTRUCTIONS.
- HEED ALL WARNINGS.
- FOLLOW ALL INSTRUCTIONS.

The Lightning Flash with arrow head symbol within an equilateral triangle is intended to alert the user to the presence of un-insulated "dangerous voltage" within the product enclosure that may be of sufficient magnitude to constitute a risk of shock to persons.

The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

WARNING: Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.

WARNING: TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS APPARATUS TO RAIN OR MOISTURE AND OBJECTS FILLED WITH LIQUIDS, SUCH AS VASES, SHOULD NOT BE PLACED ON THIS APPARATUS

DO NOT USE THIS APPARATUS NEAR WATER.

WARNING: TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, THIS APPARATUS SHALL BE CONNECTED TO A MAINS SOCKET OUTLET WITH A PROTECTIVE EARTHING CONNECTION.

TO COMPLETELY DISCONNECT THIS APPARATUS FROM THE AC MAINS, DISCONNECT THE POWER SUPPLY CORD PLUG FROM THE AC RECEPTACLE

THE MAINS PLUG OF THE POWER SUPPLY CORD OR APPLIANCE COUPLER SHALL REMAIN READILY ACCESSIBLE

WARNING: The speaker output of this unit can exceed 10 Watts and could cause a shock injury. Connection to speakers should be performed by a skilled person in compliance with local building codes. Class 2 wiring is required for speaker cables. Use of external speakers outside the ratings stated at the speaker jack may result in a shock injury or damage to the unit, or equivalent.

CAUTION: Do not use Virtuo immediately after transferring the unit from a cold place to a warm place as condensation may have occurred on internal components. Wait for the unit to reach room temperature before using it.

IMPORTANT: See product enclosure for safety-related markings.

No serviceable parts inside, please contact TouchTunes Customer Support for service.

Clean only with dry cloth.

Do not block any ventilation openings. Install in accordance with the manufacturers instructions.

Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.

Only use attachments/accessories specified by the manufacturer.

Unplug this apparatus during lightning storms or when unused for long periods of time.

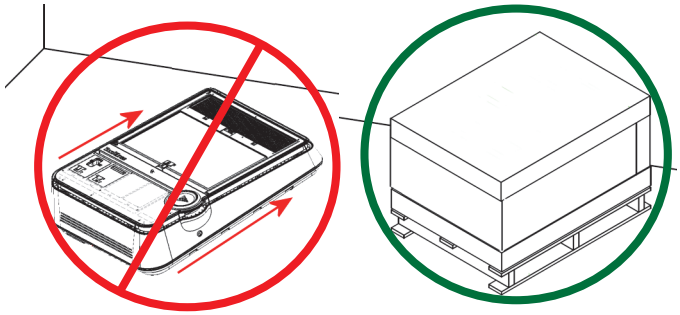
Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

Warning: To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.

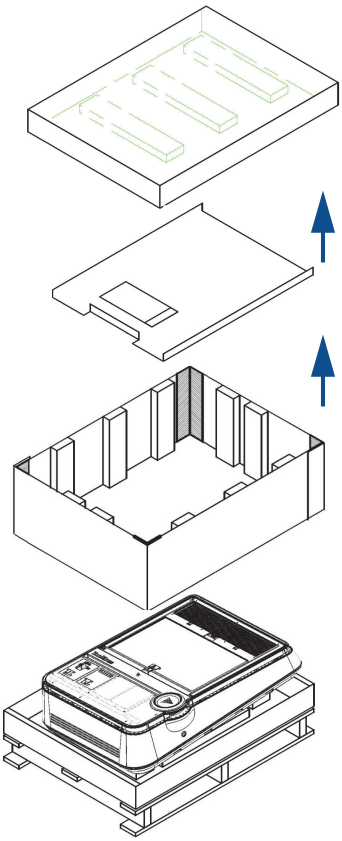
To disconnect this apparatus unplug from the mains plug, access to the mains plug should be readily accessible after the installation.

Step 1: Move the carton/pallet as close as possible to the intended mounting location

DO NOT SLIDE OR DRAG THE UNCRATED VIRTUO ALONG THE FLOOR!



Step 2: Unpack the Virtuo



Virtuo Floor Stand

TouchTunes sells a specially-designed floor stand for Virtuo, which includes integrated speakers and subwoofer.

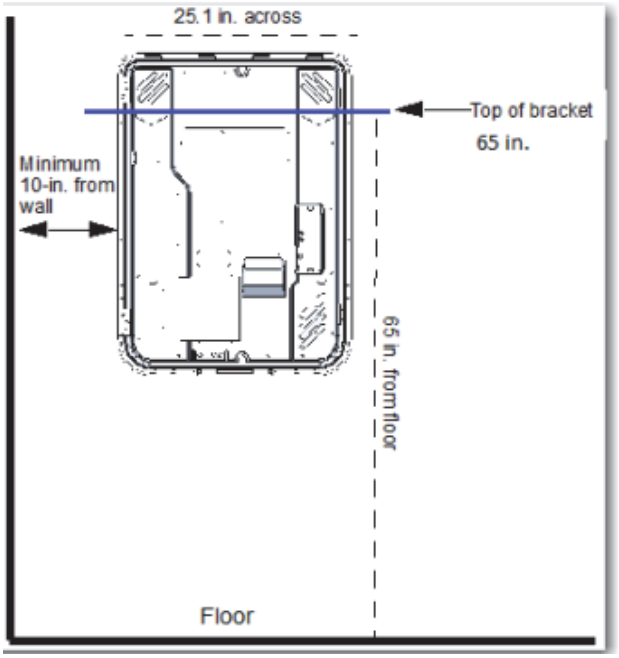
Virtuo is mounted to the Virtuo Floor Stand using the wall mounting bracket included with each Virtuo.

To mount a Virtuo to the Virtuo Floor Stand, follow the steps in the *Virtuo Floor Stand Installation & Setup Guide*, which is included with the floor stand and available for download on the Operator Dashboard. As of May 2012, the most current version of the Virtuo Floor Stand is 2.0.

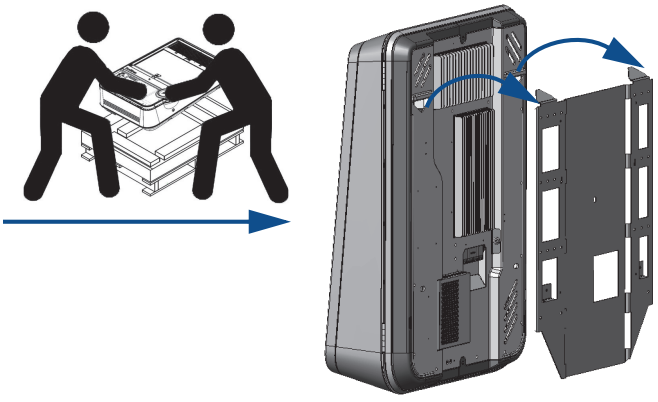
Step 3: Wall Mount Virtuo

Important: When installing in a location where there is an intersecting wall to the left, ensure that you allow at least 10 inches of clearance between the wall and the Virtuo to allow free movement of the door and prevent it from being damaged.

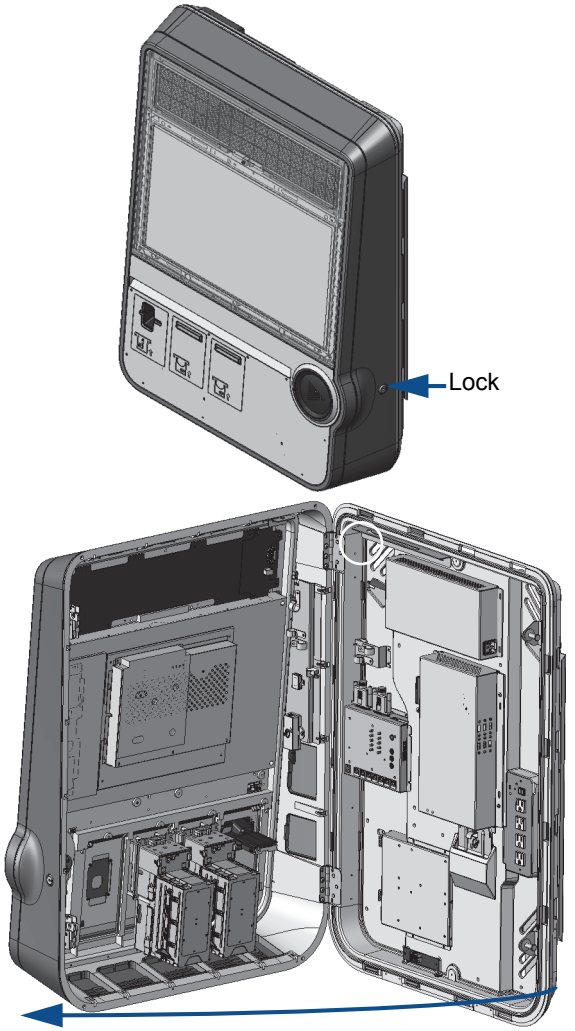
1. On the wall where Virtuo is to be installed, measure 65 inches (5’ 5”) from the floor and mark this measurement.
2. Using the template included, mark the position for the wall bracket on the wall where you intend to install the Virtuo.



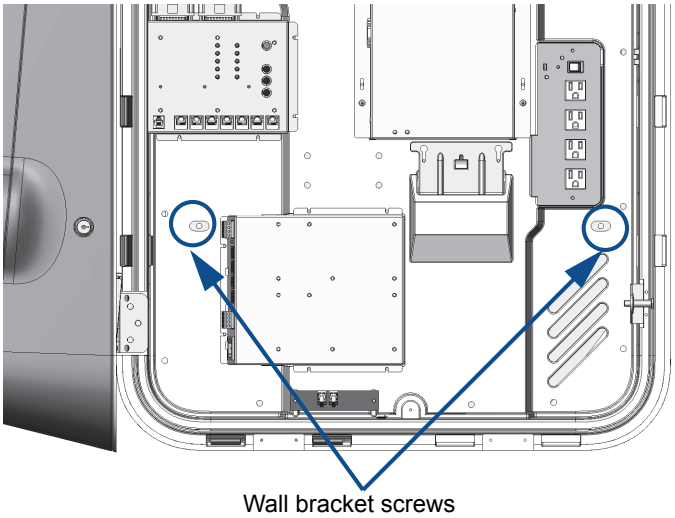
3. Align the wall bracket with the measurements you made in the previous steps.
4. Using a level, ensure the wall bracket is level both horizontally and vertically.
5. Attach the bracket to the wall using at least four (4) lag bolts and washers.
6. Move Virtuo so it is close to the wall bracket.
7. Using at least two people, lift Virtuo so that its top is slightly higher than the top of the wall bracket.



8. Align the flange hooks on Virtuo with the receptacles on the wall bracket.
9. Hang the Virtuo on the wall bracket allowing the weight of the unit to set it into position.
10. Locate the key for Virtuo, and unlock and open its door.



11. Using the figure below, identify the location of the holes for the wall bracket screws used to secure Virtuo to the wall bracket.



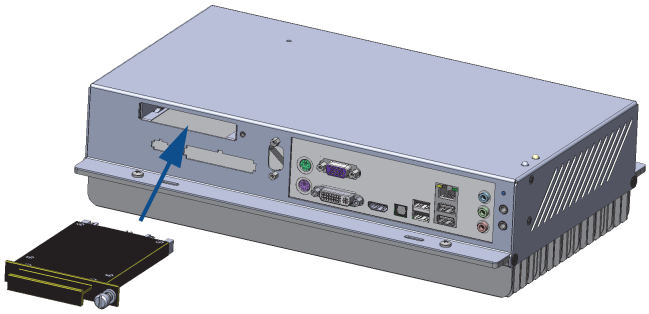
12. Attach the wall bracket screws to completely secure the Virtuo to the wall bracket.

The Virtuo is NOT secure until the wall bracket screws are installed.

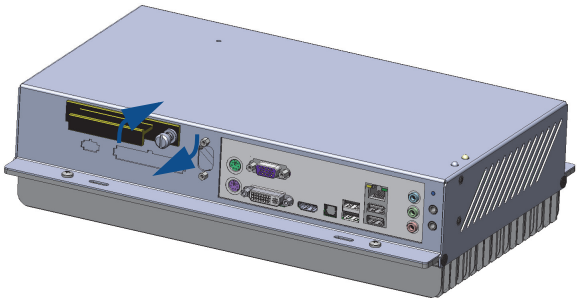
Step 4:Install the Hard Drive

1. Unlock and open Virtuo.
2. Ground yourself by touching an exposed piece of metal in the Virtuo case.
3. Ensure that the computer is powered OFF at the switch on the power supply.
4. Locate the hard drive for Virtuo.

   The hard drive and its enclosure are shipped separately from the main Virtuo hardware.
5. Align the hard drive enclosure with its slot on the left-hand panel of the computer.



6. Insert the hard drive enclosure in the slot and then gently push the enclosure in until it is completely seated.
7. Using your fingers, push in and then tighten the thumb screw (clockwise) on the hard drive tray until the thumb screw is **securely** tightened.



8. Test whether the hard drive is firmly seated by pulling out firmly on the handle of the hard drive tray.

   The hard drive is secured properly when:

- The thumb screw is completely compressed and covered by t he cowl head of the thumb screw.
- There is no gap between the edge of the hard drive tray and the computer.
- There is no play between the hard drive and the computer when you pull outward on the handle of the hard drive tray.

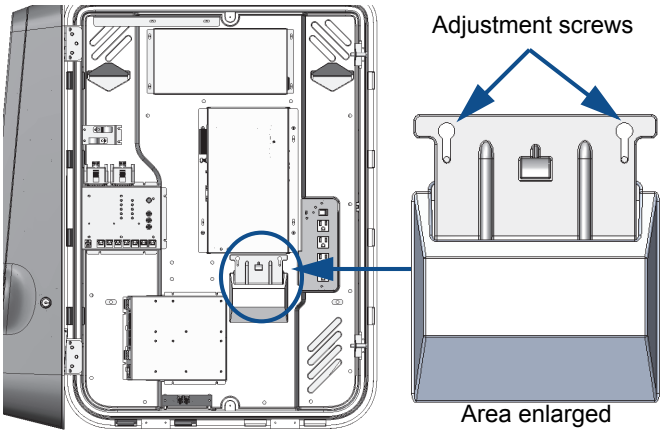
Step 5: Access the Cable Channel

The Virtuo is designed with a cable channel that lets you route outside cables, such as for telecommunications, to internal SmartJuke components. A wire-strain relief bracket provides slack for cables inside Virtuo and also covers the opening to the cable channel to keep dust out.

To prepare for cable routing in Virtuo:

1. Identify the following components for Virtuo:

- The cable channel along the back of Virtuo.
- The wire-strain relief bracket shown in the diagram below.

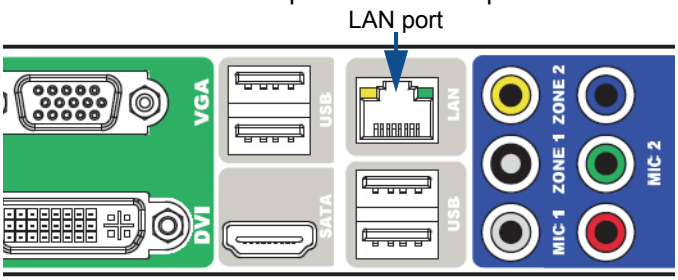


Note: Route cables into and out of Virtuo only through the provided cable channel opening. Do not route cables through any other openings in Virtuo, such as air vents. Otherwise it can overheat and shut itself down.

2. Using a screwdriver, loosen the screws for the wire-strain relief bracket to adjust the bracket.
3. Adjust the wire-strain relief bracket so you can bring cables into Virtuo through the cable channel opening.
4. Tighten the screws for the wire-strain relief bracket to keep open the cable channel opening.
5. After the cable channel is open and the wire-strain relief bracket is loose, you are ready to connect Virtuo to the broadband network.

Step 6: Connect Virtuo to the Broadband Network

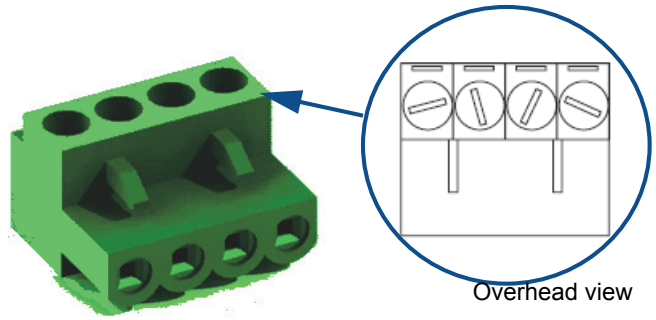
1. Unlock and open Virtuo.
2. Ensure that the strain-relief bracket is in the open position.
3. Locate the RJ-45 Ethernet cable for the broadband connection.
4. Connect either end of the cable to the broadband modem or router.
5. Route the free end of the cable in to Virtuo through the cable channel.
6. Connect the free end of the cable to the port labelled **LAN** on the left-hand panel of the computer.



You will later configure the communications settings for the broadband network so the Virtuo can contact the TouchTunes server using this connection.

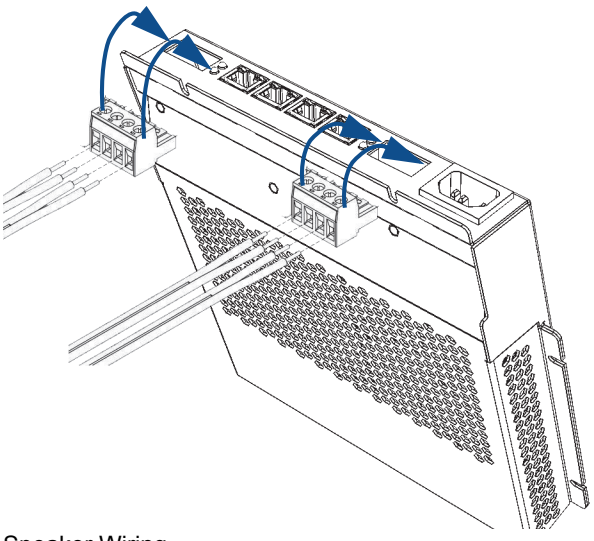
Step 7: Connect Audio Speakers to Virtuo

1. Prepare your speaker wires by stripping the ends of the 4 connector wires, exposing approximately 1/4” of wire.
2. Locate the supplied four-slot Euroblock connector.
3. Loosen the screws along the top of the connector using a flat-head screwdriver, if necessary.



Euroblock terminals

4. Wire the ends of the speaker wires to the Euroblock connector using the following figure as a guide.



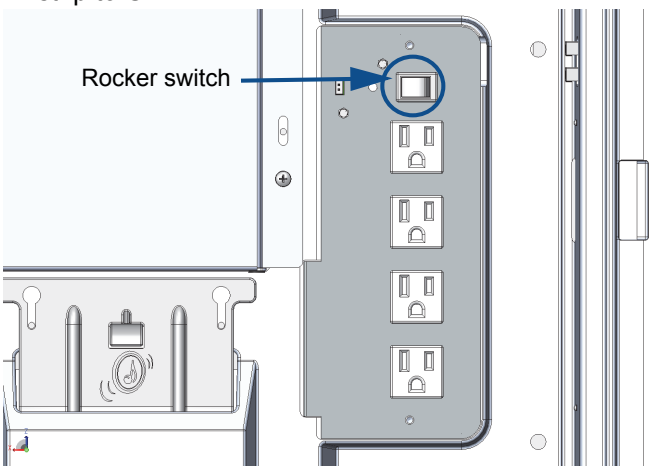
Speaker Wiring

5. Using a flat-head screwdriver, tighten the screws of the slots to secure the speaker cable to the connector.
6. Attach the Euroblock connector to the connector labelled **Zone A or Zone B** on the optional amplifier.

7. Route the free end of the cables out of Virtuo through the cable channel.
8. Connect the other end of the cables to the speakers, ensuring that proper polarity is respected. Incorrect connection can result in poor imaging and thin sound.

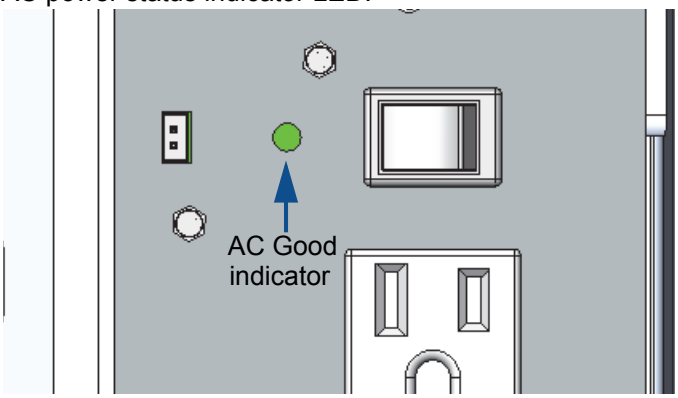
Step 8: Power Up Virtuo

1. Ensure that the AC power cord from the Power Supply Unit (PSU) is plugged into the power strip.
2. Connect the AC power cord from the rear of Virtuo to a properly grounded (3-prong) electrical outlet.
3. Set the power rocker switch on the Virtuo's power strip to **ON**.



Verify AC Power Good Status

To the left of the rocker switch on the power strip is a green AC power status indicator LED.



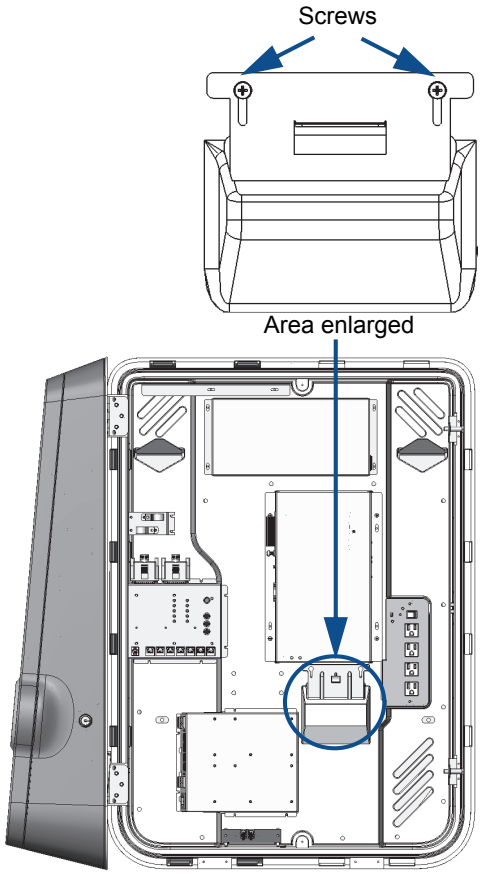
If AC power is connected properly, this LED is illuminated.

If the LED is **off**, it indicates that either the ground is floating or that the live and neutral connections are reversed.

To ensure your Virtuo's proper operation, ensure that your AC power is connected with the correct polarity.

Step 9: Tighten the Wire Strain Relief Bracket

1. (Optional) Pull in and hold a short length (1 - 2 inches) of each cable running through the cable channel to ensure all cables in Virtuo have some slack.



2. Using a screwdriver, loosen the screws for the wire-strain relief bracket so you can adjust the bracket. Adjust the wire-strain relief bracket until both of these conditions are met:

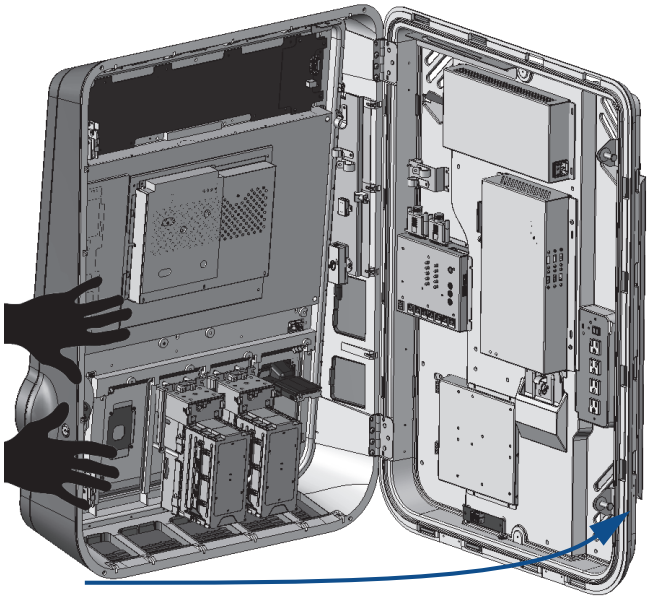
- The bracket presses against and holds all of the cables coming into Virtuo through the cable channel to maintain slack for each cable.
  The bracket partially closes the cable channel opening to Virtuo to prevent dust from entering the Virtuo.

3. Tighten the screws for the wire-strain relief bracket to hold the bracket in position.

CAUTION: Do not over-torque the screws. Doing so can damage the bracket, hampering it from sliding smoothly.

Step 10: Close the Virtuo Case

1. Close the Virtuo case by gently swinging it shut and pressing on its front face to engage the locking mechanism.

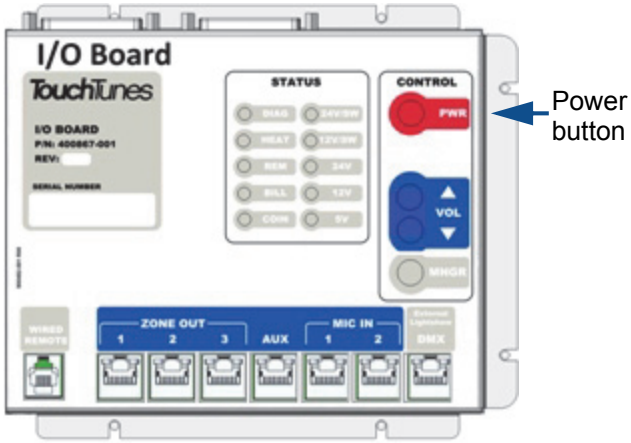


2. Secure the Virtuo by using the key to lock its case.

Step 11: Enable the Virtuo Screen

When you power up a Virtuo for the first time, it automatically goes into *night mode*: the computer and other internal components of Virtuo are running, but the touchscreen, audio system and lights for Virtuo are disabled. Bring Virtuo out of night mode and activate its screen before setting it up.

1. Locate and press the **Power** button on the I/O board.



When you press this button, the touchscreen, lights and audio system for Virtuo are activated. The Software initialization screen appears indicating that Virtuo is starting the installation process.

You can now use the touch screen to activate Virtuo and configure its settings using the system software.

Step 12: Activate Virtuo

⚠**WARNING:** Booting the system can take up to ten (10) minutes, and the screen can be blank for up to 90 seconds during the installation procedure.
It is extremely important that you do not power down or attempt to reboot Virtuo during this procedure, or you risk corrupting and rendering the hard drive unusable.

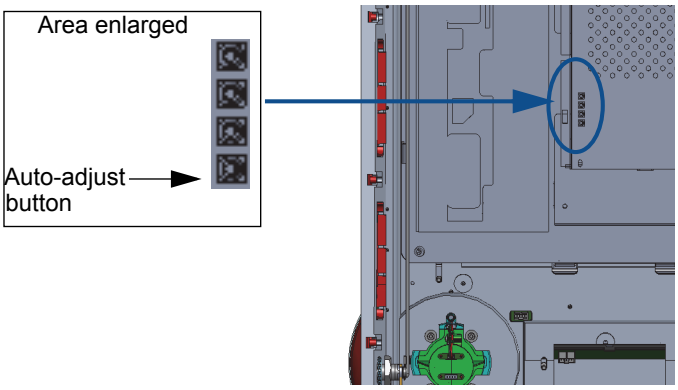
Activating Virtuo involves calibrating the touch screen, and configuring its settings by following the on-screen instructions.

Calibrate the Touch Screen

After the software installation process completes, the first calibration screen appears.

Before you perform calibration, it is strongly recommended that you perform an auto-adjust to ensure that the display is properly centered on the screen.

Press the lowermost on-screen display (OSD) button on the rear of the monitor.



The monitor resets, with the display centered on the screen. You can now proceed with the calibration process.

Select your settings

In the settings screens, you select the settings for the Virtuo, such as primary language, calling window and type of broadband connection.

After you specify the settings, a Communications Network status LED indicator with activity messages appears.

What the network status LEDs indicate:

- **Local Ethernet:** whether an ethernet cable is properly connected to the SmartJuke, and the SmartJuke is receiving a signal from it.
- **Host Resolving:** whether the SmartJuke is connected to the internet.
- **Logged In:** whether the SmartJuke is logged into the TouchTunes server. The SmartJuke must be able to log into the TouchTunes server to receive activation information and perform transactions, such as returning daily sales information.
- **Music Access:** whether the SmartJuke can access music from the TouchTunes server. The SmartJuke must have music access to download new songs.
- **Data Access:** whether the SmartJuke can communicate with TouchTunes server to receive updates from the TouchTunes Dashboard. The SmartJuke must have data access to receive any new settings you may have made to it via the TouchTunes Dashboard.

For installation and activation, the SmartJuke needs the Logged In, Music Access and Data Access LED indicators to be green.

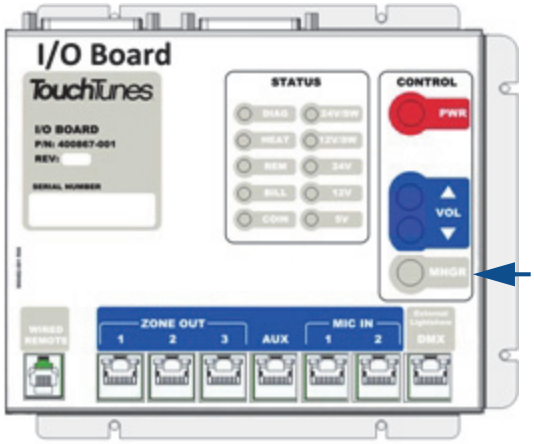
When the SmartJuke is fully initialized, the Attract Screen of the Customer Interface appears.

Step 13: Call Now

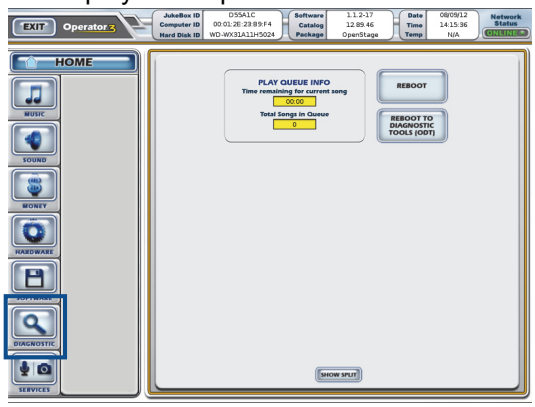
After you activate Virtuo, TouchTunes recommends you do a Call Now to ensure that your SmartJuke is equipped with the most up-to-date software.

To do so, access the Diagnostics menu of the Operator Interface.

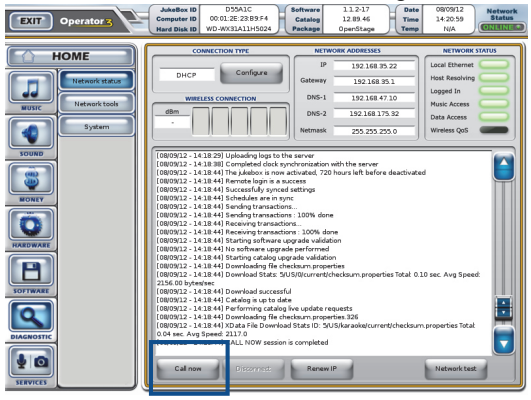
1. Locate the Manager button on the I/O board.



2. Press and release the Manager button. Virtuo displays the Operator main menu.



3. From the Main menu, select the Diagnostic button.



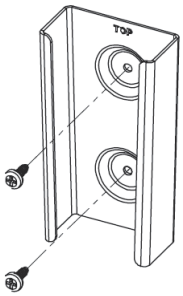
4. Press the **Call now** button at the bottom of the menu. Virtuo communicates with the TouchTunes servers and downloads the most recent software build.

Step 14: Set Up the Remote Control

The remote control is powered by two 1.5V AAA batteries. Insert the batteries in the compartment on the rear of the remote. Use only high-quality alkaline batteries.

Use the mounting bracket to install the remote control on a wall for easy access.

Fasten the bracket to the wall with two screws as illustrated.



By default, the remote control ID is set to 000. To change the remote control ID:

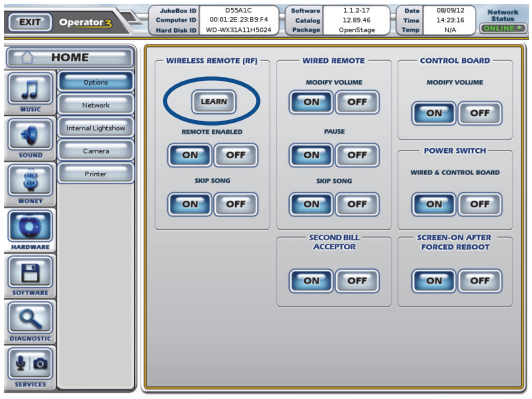
1. Press the **POWER** and **F4** keys at the same time and hold them down until the red indicator light blinks two times.

Press and hold to set remote control ID.

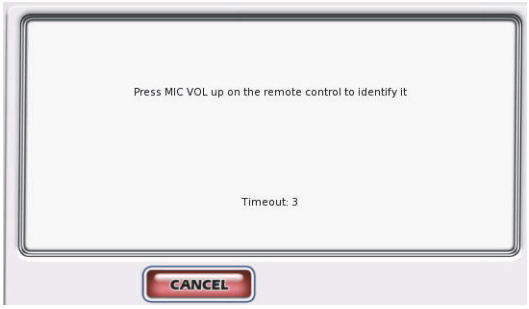
2. Enter the new three-digit code to use. The new code must be in the range **000** to **255**.
3. The red indicator light will light up for three seconds to confirm your selection. If you enter an invalid code the light will blink five times.

Learn the Remote ID

1. On the Operator Interface, open the Hardware Options screen.



2. Press the **LEARN** button.
3. Watch the display. When prompted, press the **MIC VOL UP** key on the remote control.



The screen displays a success message and returns to the Options screen.

4. Test the remote by raising and lowering the SmartJuke volume as it is playing.

Pre-programmed Remote Control Keys

Key	Function
Power	Press to turn the SmartJuke monitor and audio subsystem on or off. The SmartJuke computer remains on. Equivalent to pressing the Night Mode button on the SmartJuke (not available on all models).
Pause PAUSE	Pauses the SmartJuke.
Numeric keys 0 - 9	Used to program the remote and for future use.
MIC VOL MIC VOL MIC VOL	Raises and lowers the volume of the microphone within the limits set on the Mixer Settings screen.

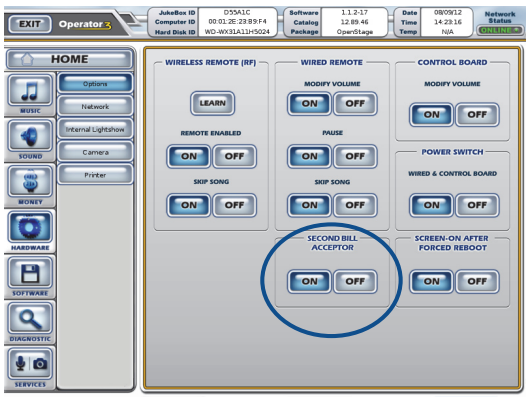
Pre-programmed Remote Control Keys

Key	Function
P1 (P1)	Give promotional credit: Press and release this button to add a credit to the SmartJuke. Credits are deducted from the promotional credit count. The promotional credit feature is enabled/disabled on the Credit Settings screen.
P2 (P2)	For future use.
P3/Skip SKIP (P3)	Skip song: Quickly press and release to stop playing the current song and immediately skip forward to the next song in the queue. The skip song feature is enabled/disabled on the System Settings screen. Flush play queue: Press and hold this button for four seconds to flush the entire play queue.
VOLUME ZONE 1, 2, 3 (▽) (▽) (▽) ZONE 1 ZONE 2 ZONE 3	Raises and lowers the volume of the selected zone within the limits set on the Sound Mixer screen.
F1, F2, F3, F4 (F1) (F2) (F3) (F4)	For future use.
Left-arrow, right-arrow, OK (◁) (OK) (▷)	For future use.

Step 15: Configure Bill Acceptors

Note: Do this procedure if you have an optional second bill acceptor installed in Virtuo.

1. On the Operator Interface, open the **Hardware Options** screen.



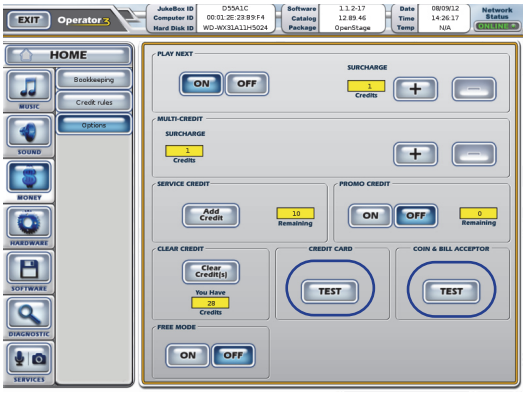
From this menu, you can configure Virtuo to use two bill acceptors or one. By default, this option is **ON**.

- If your Virtuo has a single bill acceptor, you must turn this option **OFF**.
- If your Virtuo has dual bill acceptors, you must ensure that this option is turned **ON**.

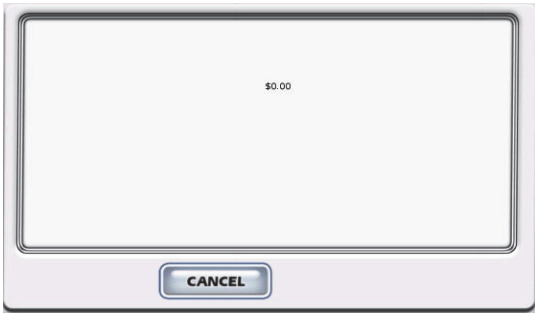
Step 16: Test Payment Acceptors

To test the bill and coin acceptors

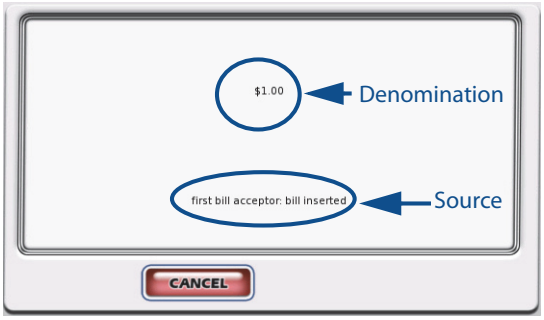
1. On the Operator Interface, open the **Money** > **Options** screen.



2. In the **COIN & BILL ACCEPTOR** area, press the **TEST** button.



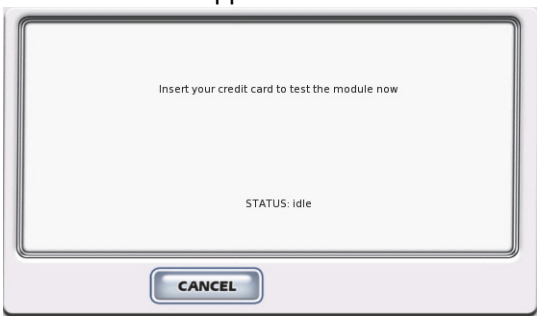
3. Insert a bill into the bill acceptor.
The screen refreshes, showing the denomination of the bill that was inserted, and the origin of the bill (first or second bill acceptor).



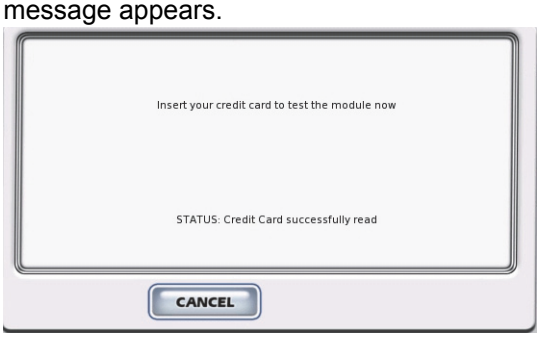
4. For the Canadian model only, insert a coin into the coin acceptor.
The screen refreshes, and shows the value of the coin.

To Test the Credit Card Reader

1. In the Credit Card area, press **TEST**.
   The Test screen appears.



2. Insert a credit card into the card reader with the magnetic strip up and to the right, and then remove it. If your installation is successful, a confirmation message appears.



Step 17: Reapply Filters and Credit Rules

If you are replacing a TouchTunes jukebox (for example, an Ovation) with a Virtuo SmartJuke, music filters and credit rules for the old jukebox must be reapplied to the Virtuo.

- To configure music filters, select the **Music** Operator menu, and press the **Filters** button.
- To configure credit rules, select the **Money** Operator menu, and press the **Credit** rules button.

Configure your settings as required.

A Note About Affixing Stickers to Virtuo

Virtuo's touch screen's bezel-less design means that the entire glass is touch-sensitive—not just the user interface area—and must be kept clear of objects that can interfere with user interaction and the proper operation of the SmartJuke.

Never affix stickers, decals, or transfers to the Virtuo touch screen monitor. Doing so can adversely affect SmartJuke behavior.

If you must apply stickers of a promotional nature or providing company contact information, TouchTunes recommends that you affix them to the left or right side of the enclosure in order to preserve the esthetics of Virtuo's facade.

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